

MR. GAWAYA NELSON

Graduate fellow.

Teach For Uganda

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[Summary]

I am a social scientist and social worker with an experience of 3 years in community development, educational planning and delivery and social administration.

Some selected contributions made in the community and education management include:

Implemented Farming project to feed the children at school which improved on the high retention of learners and performance at school.

Promoted literacy and numeracy skills by designing innovative teaching strategies to boost reading and math proficiency which improved on the students' academic performance.

Capacity building for teachers and staff. Facilitated training sessions to enhance teaching methods and classroom practices. This strengthened teaching capacity, resulting in more effective and engaging classroom experiences for the students.

Enhanced community engagement. Built strong partnerships with parents and community leaders to support education initiatives. This increased parental involvement in school activities and improved community support for educational programs.

Led mentorship programs. Provided mentorship focusing on academics, personal and leadership development. This empowered students with greater self-confidence, leadership skills, and a positive outlook on their academic journeys

Improved on the learning environment. Advocated for improved classroom management and learning resources. This created a more organized, supportive and engaging learning environment that enhanced student participation and motivation.

Promoted health and hygiene practices; led initiatives to teach students about personal hygiene and sanitation. This improved student health, reduced illness related absences and fostered a culture of cleanliness within the school.

Monitored and evaluated student progress. Tracked academic outcomes to refine teaching strategies. This enabled personalized teaching interventions that catered to individual learning needs, resulting in overall academic growth.

Some of the contributions under MTN ayo as a telesales executive;

Increased and exceeded acquisition: actively promoted MTN ayo services to new customers. This expanded the customer base, contributing to increased market penetration and revenue growth.

Achieved and exceeded sales target: consistently met or surpassed monthly sales goals through effective communication and persuasive. This boosted sales performance and improved overall sales metrics for the team.

Provided excellent customer support. Handled customer inquiries, addressed concerns and guided users on products benefits and features. This enhanced customer satisfaction and loyalty, fostering positive brand perception.

Developed and maintained client relationships. Built strong, trust based relationships with clients to encourage long term service usage. This strengthened client relationships, leading to repeat sales and referrals.

Promoted product Awareness and usage. Educated potential and existing customers on the benefits of using mtn ayo for communication and content sharing. This increased user engagement and retention on the ayo insurance.

Gathered customer feedback for product improvement: collected and reported user feedback to the marketing product development teams. This provided actionable insights that helped improve the product's user experience and features.

Maintained accurate sales records. Updated customer databases and sales reports regularly. This ensured efficient tracking of performance metrics and contributed to data driven decision making.

[Career experience]

Graduate fellow, Teach For Uganda.(2023-present)

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Telesales executive, MTN Ayo insurance limited.(2022-2023)

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[Education background]

- **Alison empowering yourself online (2024-present)**
Diploma in human resources (still pursuing it)
- **Kyambogo university(2018-2022)**
Bachelor's degree in social sciences

[Professional certificates/training]

Certificate in understanding the 14 Gods laws of making Business by Inspiring Better Business (2024)

Certificate in practical ministry and leadership management by Harvest school of ministry (2023-2024)

Community service (2021)

Participated at the drafting of the third development plan for the town council which improved on the proper service delivery in the community.

Participated in the emyooga meetings which eased way for the access of funds by the community members.

